

**Quality and Accreditation Institute**  
**Centre for Accreditation of Health & Social Care**



*Change Adapt Improve*

**INFORMATION BROCHURE**  
**FOR**  
**MEDICAL TRANSPORT ORGANISATIONS (MTO)**

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## 1. About Quality and Accreditation Institute (QAI)

Quality and Accreditation Institute Pvt. Ltd. is incorporated by Registrar of Companies under the Companies Act 1956. QAI was set up to create an ecosystem of accreditation/ certification, education, training and quality improvement. We aim to provide a platform to stakeholders including professionals and organisations, associated with quality in any way, to share their wisdom and knowledge in order to make healthcare services delivering better outcomes. This will further provide tremendous opportunities to all concerned to learn and contribute in improving organisations. Different activities would be initiated under different verticals in a manner that they remain independent of each other. QAI aims to operate globally. One of the verticals set up within QAI is the Centre for Accreditation of Health and Social Care (CAHSC). It is responsible to run various accreditation/ certification activities in health and social care.

QAI endeavours to operate various accreditation programmes in the space of health and social care. We are aiming to provide value addition to such organisations through a unique process of self-assessment and peer review. We would assist organisations in moving forward on a self-regulated improvement journey.

### Vision

Nurturing the largest global pool of organisations and people through quality and accreditation framework.

### Mission

To conceive and deliver education, training, accreditation and related programmes in partnership with stakeholders using an approach of co-design and co-creation.

### Values

**Listener:** Seek continuous feedback from stakeholders to address their concerns

**Competitive:** Look for viable options to benefit users of our services

**Transparency:** Clearly defined policies made available in public domain

**Innovation:** Continuously evolve using co-design and co-creation

### International Affiliations

QAI is an institutional member of the International Society for Quality in Health Care (ISQua) ([www.isqua.org](http://www.isqua.org)).



QAI is a member of the ISQuaEEA Accreditation Council.

QAI is a Board Member of the International Society for Telemedicine and eHealth (ISfTeH) ([www.isfteh.org](http://www.isfteh.org)).



International Society for  
Telemedicine & eHealth

### QAI has achieved ISQuaEEA Accreditation



### CGHS Affiliation

**QAI Accreditation is recognised by the Ministry of Health's Central Government Health Scheme (CGHS) for empanelment of Private Hospitals, Eye Centres, Dental Centres & Imaging Centres.**

## 2. Benefits of Accreditation

### For Patients

- In an accredited MTO, patient receives higher quality of care
- Safety of patient is given a priority
- Patients receive services by credentialed medical and nursing staff
- Rights of patients are respected and protected
- Patient satisfaction is regularly evaluated which provides an opportunity to patients to express about their experience
- Patients get an opportunity to be part of their own care

### For MTOs

- Accreditation enables the MTO in demonstrating commitment to deliver high quality and safe patient care.
- Accreditation assures community about the quality of services and better health outcomes.
- Accreditation helps demonstrating that MTO functions in transparent and ethical manner.
- It also acts as a potential mechanism of risk management to safeguard provider from potential legal liability.
- It is a process to stimulate continual improvement.
- Act as a mechanism of self-regulation.
- It may provide opportunity for benchmarking by comparing their outcomes with other accredited MTOs.

### For Staff of MTO

- Accreditation process provides opportunity to staff at all levels for their professional development
- It may help in building higher staff satisfaction because of good working environment, leadership opportunities and ownership of processes
- Being robust documentation and procedures in place, it also supports staff in building their confidence to deliver proper care

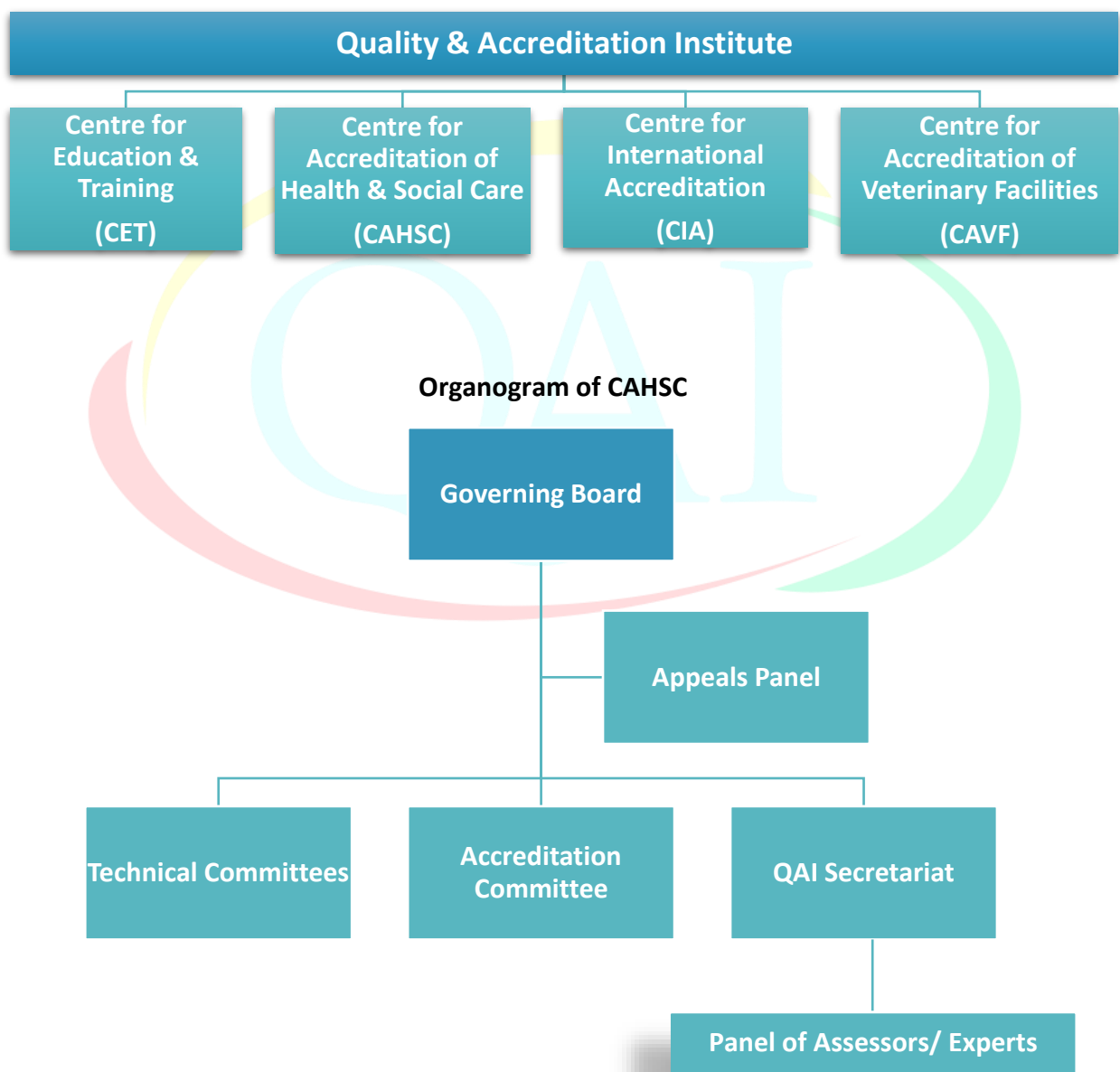
### For Third Parties

- Accreditation provides an objective system of evaluation and empanelment by third parties like insurance companies, other payers, government etc.
- Accreditation helps in access to reliable and documented information on facilities, infrastructure, services and level of care.

### 3. Organisation Structure

The organisation structure of QAI’s Centre for Accreditation of Health and Social Care has been designed to meet the requirements of an effective and efficient accreditation system. The Centre is governed by a Board. The Board frames and approve policies and provide direction. CEO is the Member Secretary of the Board.

CAHSC operates its accreditation/certification process through a structured framework of competent staff, pool of empanelled Lead Assessors and Assessors covering specified expertise, technical committees and accreditation committee. Membership of various committees is drawn from reputed organisations, experts in the field, experienced assessors, academic institutions, important professional bodies, regulatory agencies/ bodies etc.



#### 4. QAI's Centre for Accreditation of Health and Social Care (CAHSC)

It was set up to operate accreditation/ certification programmes in health and social care sector. Initially, it was targeted to launch those programmes which were not existing in India and there was a need felt by stakeholders to start such programmes.

Currently, following accreditation programmes are operational:

- Hospitals
- Small Hospitals
- Assisted Reproductive Technology (ART)/ IVF Centres
- Home Health Care
- Dialysis Centres
- Green Health Care Facility
- Clinics
- Ambulatory Care Facility (Dental/Eye/Imaging/Day Care Surgery Centres etc.)
- Telehealth
- Hotels and Home Stays
- Emergency Department
- Transition Care/ Inpatient Rehabilitation Centre/ Senior Care/ Assisted Living/ Deaddiction Centre
- Primary and Advanced Stroke Centre
- Vision Centre
- Healthcare facilities as per QAI 7101<sup>Plus</sup>
- Medical Transport Organisations

Following certification programmes are operational:

- Hospitals (Entry Level)
- WHO Patient Safety Friendly Hospital Standards

#### 5. Special Features of Accreditation Programme

- Comprehensive Assessment Management System to allow quick turnaround time for the accreditation/ certification process as each step is linked to a defined period.
- Endorsement of a documented quality and improvement programme as per the intent of the standard.
- Based on comprehensive self-assessment and document review process providing opportunity to facility for a thorough review of their own documentation and implementation of requirements of standards.
- Rigorous Assessor Management System including a transparent monitoring and evaluation process.
- 'Client First' approach
- Harmonising local, national, regional and global framework
- MTO in SAARC nations enjoy same fee structure as for MTOs in India
- Blend of global strategy, experience and leadership
- Economic yet global benchmarking

## 6. Eligibility and Preparation for Accreditation

### 6.1 Eligibility for Accreditation

- The MTOs which are involved in providing Emergency Medical Service (EMS) are generally referred to as Medical Transport Organisation (MTO).
- The MTO may:
  - a. be a standalone organisation or part of a healthcare facility/ hospital
  - b. be a public or private entity
  - c. provide services under contract with a health care facility or public agency
  - d. be ambulance service providing Land (Road & Rail), Air and Water transport

The purpose of these standards is to accredit such MTOs providing service for:

- a. emergency treatment and transport;
  - b. non-emergency transport for individuals who require transportation from one care setting to another or between care settings and non-care settings such as the individual's residence.
- The MTO must be currently operating as a medical transport entity (ambulance service provider) and hold the necessary licenses as per local regulations.
  - The MTO must demonstrate a commitment to implement QAI accreditation standards for MTOs.

### 6.2 Preparing for Accreditation

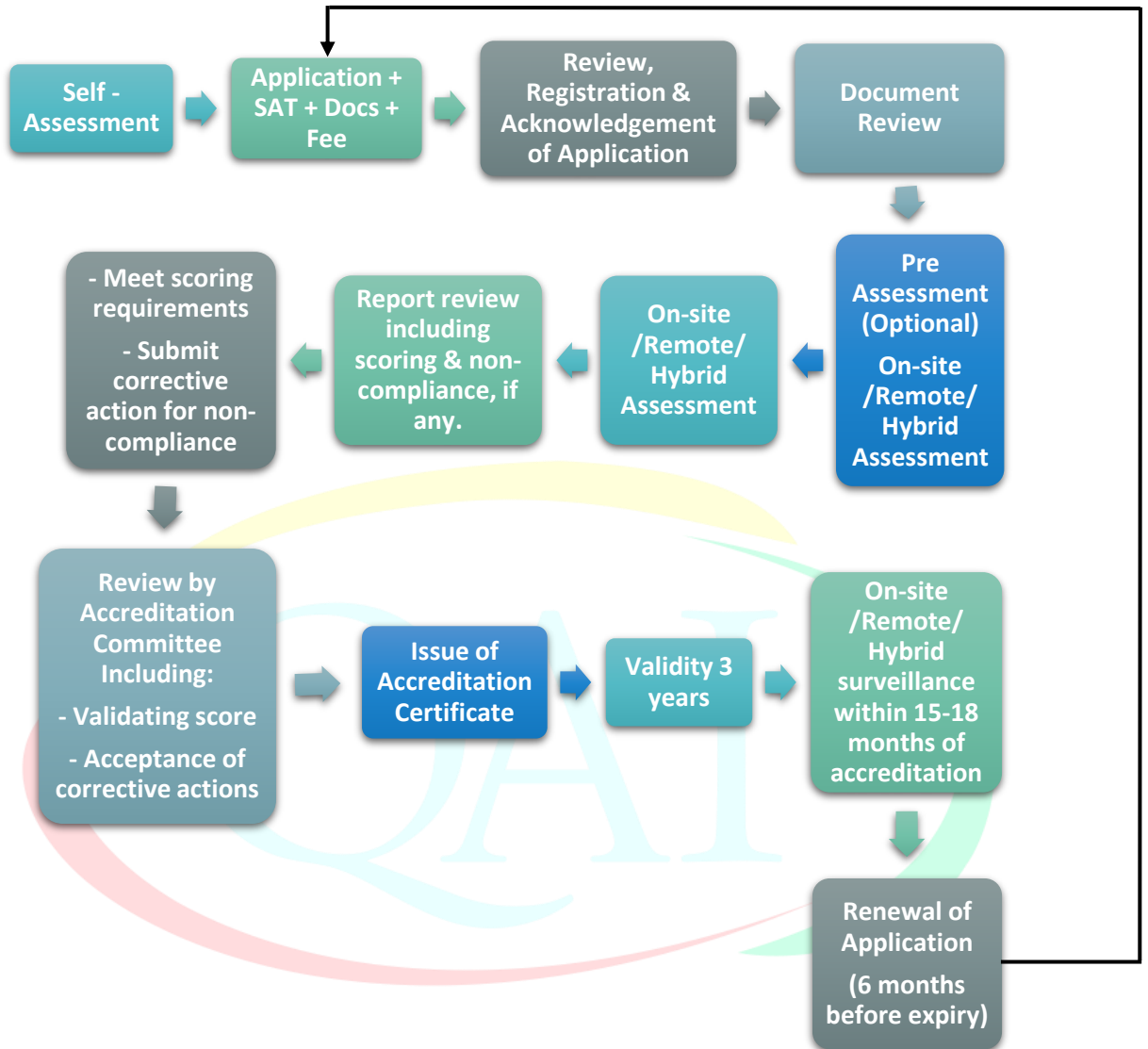
Management of the MTO shall first decide about getting Accreditation from QAI. It is important for the MTO to make a definite plan of action for obtaining Accreditation and nominate a person to co-ordinate all activities related to seeking Accreditation. The nominated official should be familiar with existing policies, procedures and documents of the MTO.

**MTO must procure a copy of the relevant QAI Accreditation standards. A self-assessment tool can also be requested from the Secretariat.** The MTO seeking Accreditation shall understand the QAI assessment process. The MTO shall ensure that all the requirements of the standard are implemented. The MTO may get its personnel trained in understanding and implementation of Accreditation standards. Such training programmes are conducted by QAI from time to time.



**7. Accreditation Process**

Accreditation process is shown below:



### 7.1 Self-Assessment

MTO first carries out self-assessment using self-assessment tool which is based on the requirements of the Accreditation standards. It gives an opportunity to the MTO to examine all its documentation and their implementation. It will also give a comprehensive view of its documentation to the Assessment Team. A self-assessment tool can be requested from the Secretariat.

### 7.2 Application

Applicant is requested to submit the following:

- Soft copy of completed application form (available on website)
- Soft copy of Self-assessment tool along with referenced documents
- Prescribed application fees
- Soft copy of signed QAI-CAHSC 003 'Terms and Conditions for Obtaining and Maintaining Accreditation/ Certification' (available on website)

### 7.3 Review, Registration and Acknowledgement of Application

CAHSC Secretariat on receipt of application form, self-assessment tool, referenced documents and the fees reviews the application for its completeness, and a unique ID number is allocated which is used for correspondence with the MTO. Secretariat may ask for additional information/ clarification(s) at this stage, if found necessary.

### 7.4 Document Review

Secretariat appoints an assessment team and share application form, self-assessment tool and any other relevant document provided by the MTO. CAHSC seeks MTO's acceptance for the proposed assessment team. The MTO can refuse any member of the proposed assessment team by giving specific reason(s) for their non-acceptance. Once the team and dates are finalised, lead assessor takes over to initiate the further process. The assessment team carry out document review by going through the application form, self-assessment tool and referenced documents, and provide feedback to the Secretariat. This feedback is shared with the MTO for taking necessary corrective actions.

### 7.5 Pre-Assessment (Optional):

QAI has introduced pre-assessment as optional. Those MTOs shall inform QAI while applying in case they wish to undergo pre-assessment. All MTOs are not required to undergo the same and can directly move to the final assessment. Appointed assessor or assessment team shall conduct the pre-assessment (remote/ hybrid/ on-site). Lead assessor shall submit the pre-assessment report to QAI. The MTO shall take corrective actions on the non-conformities raised by the lead assessor/ assessment team. The MTO shall be required to pay the pre-assessment fee as defined in the fee structure (programme wise).

## 7.6 Final Assessment

Appointed assessment team conducts the assessment (remote/ hybrid/ on-site). CAHSC may also nominate an observer which is either an assessor-in-training or a Secretariat staff. The assessment team keeps the secretariat in loop for any communication with the MTO. During assessment, the assessment team validate the scoring of self-assessment by reviewing documents, records, observation, interaction with staff and patients. The assessment report containing the findings of the assessment is prepared by the team. The non-compliances (a criterion receiving a score of 0 & 5), if identified are reported in the assessment report. The report is endorsed by the authorised signatory of the MTO. The report prepared by the assessment team is sent to CAHSC Secretariat. A copy of summary of assessment report and non-compliances, if any, are provided to the MTO at the end of the assessment.

## 7.7 Review of Assessment Report and Decision Making

The assessment report is reviewed by the Secretariat for its completeness, scoring and non-compliances, if any. If the MTO meets the scoring for accreditation, however there are non-compliances, the MTO is asked to submit corrective actions against those non-compliances. The MTO shall get a time period of 90 days to submit all the corrective actions to QAI Secretariat. The corrective actions shall be reviewed by the respective Lead assessor/ assessor for the acceptance.

Once corrective actions are received, the report along with all documents is placed before the accreditation committee for its review and recommendation. All decisions taken by CAHSC regarding grant of accreditation are open to appeal by the MTO as per laid down appeal process.

## 7.8 Issue of Accreditation Certificate

If the recommendation of the accreditation committee results in the grant of accreditation, QAI-Secretariat processes for approval and issue of the accreditation certificate. Certificate has a unique number, name of accreditation standard, and period of accreditation i.e., dates of validity. The accreditation certificate is valid for three years. The certificate is issued under the signatures of the CEO and the Chair, CAHSC.

### Accreditation Mark

Accredited MTO is authorised to use following accreditation mark subject to requirements specified in QAI CAHSC 019-Policy and guidelines for use of QAI accreditation/ certification mark.



**Medical Transport Organisation**

## 7.9 Maintaining Accreditation

### **Compliance to applicable standards and other requirements**

The accredited MTO at all times shall comply with the requirements of the standards as well as any other laid down requirements.

### **Terms and Conditions**

The accredited MTO is required to comply at all times with the terms and conditions given in CAHSC 003 'Terms & Conditions for Obtaining and Maintaining Accreditation/Certification'. The MTO is required to submit a signed soft copy of the same before issue of the certificate.

### **Adverse Decision against the Healthcare Facility**

If the MTO at any point of time does not comply with the applicable standards and/ or does not maintain the terms and conditions; or is not able to align itself to the modified criteria, CAHSC may take adverse decision against the MTO like abeyance, denial of accreditation, suspension or forced withdrawal as per laid down policy.

## 7.10 Surveillance

The accreditation certificate is valid for a period of three years. CAHSC shall conduct surveillance (Remote/ Hybrid/ On-site/ Desktop) within 15-18 months of accreditation. It is aimed at evaluating continued compliance with the applicable standards and other requirements stipulated from time to time. In addition to the regular surveillance, a surprise assessment may also be conducted to check compliance to the accreditation requirements

## 7.11 Reassessment

The accredited MTO is subjected to re-assessment every three years for renewal of accreditation. The MTO has to apply six months before the expiry of accreditation in order to complete all formalities for renewal of accreditation before the expiry of the current accreditation so that continuity of the accreditation is maintained. The renewal application is submitted in the prescribed form along with required documents as mentioned in the application form. Rest of the process is same as for initial assessment.

**Applicant Medical Transport Organisation is requested to submit the application to [info@qai.org.in](mailto:info@qai.org.in)**

## 8. Assessment Criteria and Fee Structure

A uniform fee structure is maintained for all MTOs and the charges are maintained at a reasonable level so that MTOs are not denied participation in the accreditation process because of unreasonable financial conditions. The fee structure is kept simple and economical to facilitate maximum number of participations, less invoices and bank transactions. The information about the fee structure is given on the website.

## 9. QAI-CAHSC Publications

All relevant publications are available on our website [www.qai.org.in](http://www.qai.org.in).



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